



STATE OF CALIFORNIA  
**Department of Forestry and Fire Protection**  
EXAMINATION ANNOUNCEMENT  
**STAFF SERVICES MANAGER II (SUPERVISORY)**  
**DEPARTMENTAL PROMOTIONAL**  
**SPOT: SACRAMENTO**



CALIFORNIA STATE GOVERNMENT - AN EQUAL OPPORTUNITY EMPLOYER - EQUAL OPPORTUNITY TO ALL REGARDLESS OF RACE, COLOR, CREED, NATIONAL ORIGIN, ANCESTRY, SEX, MARITAL STATUS, DISABILITY, RELIGIOUS OR POLITICAL AFFILIATION, AGE, OR SEXUAL ORIENTATION.  
4801-JY12 7FS0301

IT IS AN OBJECTIVE OF THE STATE OF CALIFORNIA TO ACHIEVE A DRUG-FREE STATE WORKPLACE. ANY APPLICANT FOR STATE EMPLOYMENT WILL BE EXPECTED TO BEHAVE IN ACCORDANCE WITH THIS OBJECTIVE, BECAUSE THE USE OF ILLEGAL DRUGS IS INCONSISTENT WITH THE LAW OF THE STATE, THE RULES GOVERNING CIVIL SERVICE, AND THE SPECIAL TRUST PLACED IN PUBLIC SERVANTS.

DEPARTMENTAL FOR	Department of Forestry and Fire Protection
POSITIONS EXIST	Sacramento
WHO SHOULD APPLY	Applicants who meet the minimum qualifications. Applicants must have a permanent civil service appointment with the Department of Forestry and Fire Protection as of <b>July 12, 2007</b> the final filing date.
HOW TO APPLY	Examination Application STD. 678 must be filed with the Department of Forestry and Fire Protection by <b>mail to P.O. Box 944246, Sacramento, California 94244-2460, attention Examination Unit</b> , or in person at 1300 U Street, Sacramento, California.
CROSS FILING INFORMATION	If you meet the entrance requirements for this class and/or Staff Services Manager II (Managerial) and/or Staff Services Manager III, scheduled on the same day, you may file for one or more examinations on a single application. Put the title(s) of each examination(s) you wish to take on the application.
FINAL FILING DATE	Applications must be postmarked no later than <b>July 12, 2007</b> . Applications postmarked after the final filing date will not be accepted for any reason.
EXAMINATION DATES	Qualifications Appraisal Interview: It is anticipated that interviews will be held during <b>August/September 2007</b> .
SALARY RANGE	\$5393 - \$6506
SPECIAL TESTING ARRANGEMENTS	If you have a disability and need special testing arrangements, mark the appropriate box in Part 2 of the application. You will be contacted to make specific arrangements.
ELIGIBLE LIST INFORMATION	A departmental promotional eligible list will be established for the Department of Forestry and Fire Protection. This list will be abolished 24 months after it is established unless the needs of the service and conditions of the list warrant a change in this period.
REQUIREMENTS FOR ADMITTANCE TO THE EXAMINATION	<p>All applicants must meet the education and/or experience requirements for this examination by <b>July 12, 2007</b>, the final filing date.</p> <p><b>NOTE:</b> Accepted applicants are required to bring either a photo identification card or two forms of signed identification to each phase of the examination.</p> <p>All applications/resumes must include "from" and "to" employment dates (month/day/year), time base, and applicable civil service class titles. Applications/resumes received without this information will be rejected.</p> <p>Pursuant to Government Code 18935(b), candidates with <u>permanent</u> status at the Staff Services Manager II (Supervisory) or above, may not be eligible to apply for this examination.</p>
MINIMUM QUALIFICATIONS	Qualifying experience may be combined on a proportionate basis if the requirements stated include more than one pattern and are distinguished as " <b>Either</b> " I, " <b>Or</b> " II, " <b>Or</b> " III, etc. For example, candidates possessing qualifying experience amounting to 50% of the required time of Pattern I, and additional experience amounting to 50% of the required time of Pattern II, may be admitted to the examination as meeting 100% of the overall experience requirement.

(Continued on reverse side)

**Staff Services Manager II (Supervisory)**  
**(Cont'd.)**

**MINIMUM  
QUALIFICATIONS  
(Cont'd.)**

**“Either” I**

One year of experience in the California state service performing the duties of a Staff Services Manager I.

**“Or” II**

One year of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

**and**

Current employment in a class with a level of responsibility not less than that of Staff Services Manager I.

**“Or” III**

Two years of experience in the California state service performing analytical staff duties of a class with a level of responsibility not less than that of Associate Governmental Program Analyst.

**“Or” IV**

**Experience:** Four years of increasingly responsible management, personnel, fiscal, planning, program evaluation, or related analytical experience which shall have included the preparation of reports and the presentation of recommendations to management beyond the trainee level, at least one year of which must have been in a supervisory capacity. (Experience in the California state service applied toward this requirement must include one year performing the duties of a class with a level of responsibility not less than that of Staff Services Manager I.) (In appraising experience more weight will be given to the breadth of pertinent experience and the evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of the experience.)

**and**

**Education:** Equivalent to graduation from college. (Additional qualifying experience may be substituted for the required education on a year-for-year basis.)

---

**POSITION DESCRIPTION**

The Staff Services Manager II (Supervisory) is the full supervisory level over analytical and administrative work. In most settings, persons at this level are in charge of a well established and fully developed staff services function in a moderate to large department. Positions at this level normally supervise a moderate to large number of technical staff and spend the majority of their time in supervisory activities as distinct from working level assignments. On rare occasions, positions at this level may function as non-supervisory experts.

---

**EXAMINATION  
INFORMATION**

The examination will consist of a qualifications appraisal interview weighted 100%. The interview will include a number of predetermined job-related questions. In order to obtain a position on the eligible list, a minimum rating of 70% must be attained in the interview. **COMPETITORS WHO DO NOT APPEAR FOR THE INTERVIEW WILL BE DISQUALIFIED.**

---

**QUALIFICATIONS  
APPRAISAL INTERVIEW  
(Weighted 100%)**

Scope:

- A. Knowledge of:
1. Principles and practices of employee supervision, development, and training.
  2. Supervisory principles, practices, and techniques to plan, oversee, and direct the work activities of employees.
  3. The State and departmental policies regarding the process and implementation of progressive discipline.
  4. Training methods, resources, and techniques to develop and provide training programs and presentations.
  5. Conflict resolution techniques to address and deal with conflicts and issues that may arise in the work environment.
  6. Team building principles and techniques to build group cohesiveness.
  7. Leadership principles and methods to motivate and maintain a productive staff.
  8. Collective bargaining and labor relations including the Ralph C. Dills Act and bargaining unit contract agreements and provisions.
  9. A manager's role in the Equal Employment Opportunity Program regarding regulations, processes, and objectives to promote the department's equal employment opportunity policies and goals in making employment decisions.
  10. Project management techniques to ensure that the progress and completion of work assignments and tasks conform to the overall objectives of the unit/program.
  11. Purpose, mission, and goals of the department to meet the overall objectives of the unit/program.
  12. Principles, practices, and techniques of public and business administration including management and supportive staff services or related areas to provide leadership and management in the unit/program.
  13. State governmental functions and organization.

**(Continued on next page)**

**Staff Services Manager II (Supervisory)**  
**(Cont'd.)**

**QUALIFICATIONS**  
**APPRAISAL INTERVIEW**  
(Weighted 100%)  
(Cont'd.)

14. Formal and informal aspects of the legislative process in order to analyze a bill affecting the department and the impact to CAL FIRE.
  15. Strategic planning principles and concepts.
- B. Ability to:
1. Communicate effectively both verbally and in writing with employees, customers, management, the public, governmental agencies, and other stakeholders at a level for successful job performance.
  2. Effectively facilitate meetings and work groups in order to communicate and gather information to meet operational needs.
  3. Write clear and concise reports, policies, procedures, and/or correspondence.
  4. Review, edit, and evaluate written documents to produce quality products.
  5. Think proactively in order to recognize the potential need for change.
  6. Reason logically and creatively, develop and evaluate alternatives and utilize a variety of analytical techniques to resolve complex problems.
  7. Read, comprehend, and interpret governmental laws, proposed legislation, and regulations and apply them to program operations.
  8. Provide information and/or recommendations to management and other interested parties on issues that impact the department.
  9. Interpret and explain complex documents to employees, vendors, the public, and other stakeholders.
  10. Thoroughly analyze data and situations accurately in order to determine and implement effective and appropriate courses of action.
  11. Think critically in order to effectively analyze data, make sound decisions, and present ideas and information.
  12. Establish and maintain confidential and cooperative relationships with departmental employees, the public, and other State agencies to meet the department's goals and objectives.
  13. Negotiate and reach agreement with stakeholders on program issues.
  14. Delegate work assignments and appropriate level of responsibility to staff.
  15. Monitor the work of staff to ensure that it meets quality, quantity, and timeliness standards.
  16. Effectively lead and utilize interdisciplinary teams to accomplish the department's mission and goals.
  17. Assess and identify staff training needs.
  18. Lead and motivate staff to maximize productivity and accomplish program objectives.
  19. Effectively contribute to the department's equal opportunity employment program objectives in order to create and maintain a fair and equitable work environment.
  20. Identify, monitor, and adjust priorities and resources to maximize the operations of the work unit, in order to complete projects and assignments on time and within budget.
  21. Develop and implement short-term and long-term plans to meet program objectives.
  22. Manage the work activities of a complex program to meet operational goals of the unit/program.
  23. Adapt to a changing work environment in order to successfully meet the mission and goals of the department.
  24. Multi-task and manage multiple changing and/or competing priorities to complete tasks in appropriate timeframes.
  25. Act and work independently in order to successfully meet the mission and goals of the department.

**SPECIAL PERSONAL**  
**CHARACTERISTICS**

---

Demonstrated ability to act independently, open-mindedness, flexibility, and tact.

---

**VETERANS'**  
**PREFERENCE CREDITS**

---

Veterans' Preference credits are not granted in promotional examinations.

---

**CAREER CREDITS**

---

Career credits are not granted in promotional examinations.

---

**CONFIDENTIALITY AND**  
**SECURITY**

---

Pursuant to Government Code Sections 19680(c) and 19681(b) it is unlawful to copy and/or furnish confidential examination material for the purpose of either improving or injuring the chances of any person or to obtain examination questions or other examination material before, during, or after an examination. Every person violating these provisions is guilty of a misdemeanor, and adverse action will be pursued. This may result in the person being barred from competition in future examinations, withheld from certification lists, or cancellation of eligibility for employment in state civil service.

---

**(Continued on reverse side)**

## GENERAL INFORMATION

**For an examination** without a written feature it is the candidate's responsibility to contact the Examination Unit of the Department of Forestry and Fire Protection, (916) 445-7824, three weeks after the final filing date if he/she has not received a progress notice.

**If a candidate's notice** of written examination or oral interview fails to reach him/her prior to the day of the written test or interview due to a verified postal error, he/she will be rescheduled upon written request.

**Applications** are available at State Personnel Board offices, local offices of the Employment Development Department, and the Department of Forestry and Fire Protection.

**If you meet the requirements**, you may take this examination, which is competitive. Possession of the entrance requirement does not assure a place on the eligible list. Your performance in the examination described on this bulletin will be compared with the performance of the others who take this test, and all candidates who pass will be ranked according to their scores.

**The Department of Forestry and Fire Protection** reserves the right to revise the examination plan to better the needs of the service if the circumstances under which this examination was planned changed. Such revision will be in accordance with civil service laws and rules and all competitors will be notified.

**Examination Locations:** Ordinarily, qualifications appraisal interviews are scheduled in Sacramento and Riverside. However, locations of interviews may be limited or extended as conditions warrant.

**Eligible Lists:** Eligible lists established by competitive examination, regardless of date, must be used in the following order: 1) subdivisional promotional, 2) departmental promotional, 3) multidepartmental promotional, 4) servicewide promotional, 5) departmental open, 6) open. When there are two lists of the same kind, the older must be used first. Eligible lists will expire in one to four years unless otherwise stated on this bulletin. In the case of continuous testing examinations, names are merged onto the appropriate lists in order of final test scores (except as modified by veterans' preference credits) regardless of the date of the test and the resulting eligible lists will be used only to fill vacancies in the area shown on the bulletin.

**Promotional Examinations Only:** Competition is limited to employees who have a permanent civil service appointment. Under certain circumstances other employees may be allowed to compete under provisions of Rules 234, 235 and 235.2. State Personnel Board Rules 233, 234, 235, 235.2, and 237 contain provisions regarding civil service status and eligibility for promotional examinations. These rules may be reviewed at departmental personnel offices or at the Information Counter of the State Personnel Board in Sacramento.

**General Qualifications:** Candidates must possess essential personal qualifications including integrity, initiative, dependability, good judgment, and ability to work cooperatively with others; and a state of health consistent with the ability to perform the assigned duties of the class. A medical examination may be required. In open examinations, investigation may be made of employment records and personal history, and fingerprinting may be required.

**Interview Scope:** If an interview is conducted, in addition to the scope described on this bulletin, the panel will consider education, experience, personal development, personal traits, and fitness. In appraising experience, more weight will be given to the breadth and recency of pertinent experience and evidence of the candidate's ability to accept and fulfill increasing responsibilities than to the length of his/her experience. Evaluation of a candidate's personal development will include consideration of his/her recognition of his/her own training needs; his/her plan for self-development; and the progress he/she has made in his/her efforts toward self-development.

**Veterans' Preference Credits:** California law allows granting of veterans' preference credits in open entrance examinations and open-nonpromotional exams. Credit in open entrance examinations is granted as follows: 10 points for veterans, widows and widowers of veterans, and spouses of 100% disabled veterans; and 15 points for disabled veterans. Credit in open-nonpromotional examinations is granted as follows: 5 points for veterans; and 10 points for disabled veterans. Directions for applying for veterans' preference credits are on the Veteran Preference Application (Form 1093) which is available from State Personnel Board offices, written test proctors, and the Department of Veterans Affairs, P.O. Box 942895, Sacramento, CA 94295-0001.

**Career Credits:** In open-nonpromotional examinations, career credits are granted to: 1) state employees with permanent civil service status, 2) full-time employees of the state who are exempt from state civil service pursuant to the provisions of Section 4 of Article VII of the California Constitution, and who meet all qualification requirements specified by the Board and have 12 consecutive months of service in an exempt position, and 3) individuals who have served one full year in or are graduates of the California Conservation Corps (eligibility shall expire 24 months after graduation from the California Conservation Corps). Three points are added to the final test score of those candidates who meet the above criteria, and who are successful in the examination. Such examinations cannot be for managerial positions described in Government Code Section 3513. Competitors not currently employed in state civil service who have mandatory reinstatement rights may also be eligible for career credits, but they must explain their civil service status in the appropriate section of the Examination Application form STD. 678. (Section 4 of Article VII of the California Constitution is posted at the State Personnel Board, 801 Capitol Mall, Sacramento, California.)

**High School Equivalence:** Equivalence to completion of the 12th grade may be demonstrated in any one of the following ways: 1) passing the General Education Development (GED) Test; 2) completion of 12 semester units of college-level work; 3) certification from the State Department of Education, a local school board, or high school authorities that the candidate is considered to have education equivalent to graduation from high school; or 4) for clerical and accounting classes, substitution of business college work in place of high school on a year-for-year basis.

TDD is Telecommunications Device for the Deaf and is reachable only from phones equipped with a TDD Device

1 (800) 735-2929 (TT/TDD) 1 (800) 735-2922 (Voice)

STS is Speech-to-Speech Service for persons with a speech disability and is reachable at

1 (800) 854-7784 (California) or 1 (800) 947-8642 (Nationwide)